

CLIENT BILL OF RIGHTS

Consumers of services offered by practitioners licensed by the State of Minnesota have the right:

1. to expect that the practitioner has met the minimal qualifications of training and experience required by state law.
2. to examine the public records maintained by the Board which contain the credentials of the practitioner.
3. to obtain a copy of the rules of conduct from the appropriate Board i.e.. the Board of Psychology, Board of Nursing.
- 4.
5. to report complaints to the practitioner, and if not satisfactorily resolved, to file a complaint with the appropriate Minnesota Board.
6. to be informed of the cost of professional services before receiving the services.
7. to privacy as defined by rule and law. This means that no information will be released from the facility in which the practitioner works without the client's informed, written consent, except for the following:
 - a. The practitioner is required by law to report instances of abuse or neglect of a child or a vulnerable adult.
 - b. The practitioner is required by law and professional codes of ethics to notify proper persons and/or authorities if the practitioner believes there is a danger to a client or another identified person.
 - c. The practitioner is required to report admitted prenatal exposure to harmful controlled substances.
 - d. In the event of a client's death, the spouse or parents of the deceased have a right to access the client's records.
 - e. The practitioner must produce records or testimony in response to a Court Order and potentially to a subpoena.
 - f. Parents or legal guardians of a non-emancipated minor client have the right to access their child's records.
 - g. Case discussions with other staff through case management, consultation, testing, and treatment are confidential and are to be conducted as such by all staff.
8. to be free from being the object of discrimination on the basis of race, religion, gender, or other unlawful category while receiving psychological services.
9. to respectful, considerate, appropriate, ethical and professional treatment.
10. to see information in his/her record upon request.
11. to be informed of diagnosis, involved in the formulation of the treatment plan, the periodic review of plans and progress, and the formulation of the discharge plan.
12. to be informed of treatment options, expected outcome of treatment, expected length of treatment, and cost in language that he/she can understand, and to have the right to refuse treatment and the consequences of that decision.
13. to discuss needs, wants, concerns, and suggestions with the practitioner.
14. to be advised as quickly as possible if a scheduled appointment time cannot be kept due to illness or emergency.